



## COMMUNITY-UNIVERSITY HEALTH CARE CENTER

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UNIVERSITY OF MINNESOTA  
**Driven to Discover®**

### **New Electronic Health Record**

On November 11<sup>th</sup>, CUHCC will have a new electronic health record system called OCHIN-Epic. The goal of the new system is to provide the best care we can to all of our patients. Here is some information about how this change might affect you:

#### **Experience at CUHCC**

- We will need your patience as we learn the new system and workflows.
- At your first visit after November 11, 2019, you need to sign new registration forms so please arrive 30 minutes early for any appointment.
- Please have your ID and insurance card (if you have one) at check-in.
- You can see your same provider(s).
- Appointments will be the same length.
- Reminder calls and texts will continue to be offered.
- You will still be able to schedule appointments by calling or coming into the clinic. You will also be able to schedule certain appointments online in "My Chart."
- The clinic will be closed on Monday November 11<sup>th</sup>, 2019, and Saturday November 16, 2019.
- There will be no evening clinics in November.
- Wait times will be longer than normal in November.
- We will have fewer patient appointments available during November as staff learn the new system.
- The goal of the new system is to provide the best care we can to all of our patients!
- We hope to have the clinic schedule and wait times back to normal as soon as possible.

#### **Prescriptions/Referrals**

- You will still call your pharmacy to request a refill for a medication.
- You will be able to use the same pharmacy.
- All referrals should transfer over to the new system. If you think we missed a referral your provider made for you, please call our referral line at 612-301-0991.
- The new system will make it easier for your CUHCC providers to learn about the care you are receiving at other clinics and hospitals.

## **Your Current Records**

- All of your information will be saved.
- Your CUHCC provider will still be able to access your current health records.
- You will still be able to request your health records. Please see the front desk for a “Release of Information” form.
- You will still be able to request to share your CUHCC records with providers at other health facilities. Please see the front desk for a “Release of Information” form.
- During November, we will need at least 2 business days to process all “Release of Information” requests.

## **“CUHCC Chart” and “My Chart”**

- “CUHCC Chart” will be available until 12/31/2019.
- The new online patient portal is called “My Chart.” You can ask any CUHCC staff member to help you sign-up for the new “My Chart.”
- You will be able to see lab results in “My Chart.” A nurse will continue to call you to discuss results that are abnormal.
- You will be able to schedule certain appointments in “My Chart.”
- You will be able to send a message to your care team and provider in “My Chart.”
- “My Chart” can be accessed on a desktop computer or through a mobile app on your phone.
- You will be able to see your patient statement (bill) in “My Chart”. However, payments will still need to be made by mail, phone or in-person.
- We will have handouts with information on how to use “My Chart.” There will also be learning sessions on how to use “My Chart.”

## **Billing**

- We will still accept the same insurances.
- The sliding-fee scale discount program will stay the same.
- More information about patient statements (bills) will be coming out in October.